

2001 Consultants Listing

This listing is intended to provide a quick-reference guide to the consulting services available to WIC State Agencies. It includes a list of names, addresses, contacts, and phone numbers of consultants in the technology industry, as well as a brief description of their expertise and experience related to WIC program services. The descriptions of services available were provided by each consultant. Many consultants listed in previous editions have updated their information to include new services now being offered. This listing is not an exhaustive compilation of all firms that may offer WIC services. Any firm or consultant is welcome to submit a description for inclusion in our next edition. Questions or comments may be directed to the Food and Nutrition Service.

Definition of Services Generally Provided

Areas of Expertise

Description

Autodialers

Automated reminder systems preprogrammed to telephone clients and provide a recorded message on appointments or other information needed by clients.

APD/RFP

Advanced Planning Document (APD): Developing documentation needed for a State agency to receive FNS approval for federal funds expenditure for automating WIC Program functions. Request for Proposals (RFP): Developing procurement instruments to be issued by States to obtain contracted help for equipment and services.

Banking

Acquisition of banking services to process, pay grocery stores, and reconcile WIC food instruments. Other processing, screening, and reporting services can be provided as well.

CASE Tools

Computer Aided Software Engineering (CASE) tools - using computer software tools to manage the software development process. The tools are used to assist in defining requirements, creating specifications, and actually writing the software code. CASE tools use various software methodologies which are embodied in the tool, and may include Data flow Diagrams, Data Dictionaries, Process Control Specification, Object Diagrams, Entity Relation Diagrams, etc.

Client Assessment Tools	Automated assessment programs including, but not limited to nutrition analysis software, nutrition risk assessment software, general health assessment software, and immunization assessment software.
Database Management	Services include data entry, data repositories, and applications for standard and adhoc reporting.
EBT	Electronic Benefits Transfer: issuance system using card technology to electronically transmit and redeem food package benefits and services information. Firms specialize in advising State agencies in this technology, planning or implementing EBT systems, processing and reconciling transactions, managing retailer and participant activities, or producing cards and equipment to support EBT.
Expert Systems	Developing rules-based systems which utilize object-oriented data bases. Expert systems automate decision points which were formerly done manually. These decision points are automated by placing the rules, regulations, policies, and laws upon which they are based into Boolean scenario format. A precursor to Artificial Intelligence, expert systems do not contain fuzzy logic capabilities.
Feasibility Study/Needs Assessment	Preparation of a feasibility study for planning or implementation. It should examine the potential of a State's current automation environment, and look at possibilities for improvements. A needs assessment study is a general overview of the current State system, and a determination of what improvements are needed.
Project Management	Services including, but not limited to, the development of project tasks, providing coordination among various partners or stakeholders, ensuring deliverables are provided per contract, and tracking progress of the project against the projected schedule and budget.
Quality Assurance	Quality Assurance services entail an independent entity to oversee the progress of an automation project to ensure system implementation objectives are met. Services may be provided in a variety of areas such as vendor management or EBT design and implementation.
Security	Information system security including personal workstations, local area networks, wide area networks, EBT systems, and Internet.

Studies/Evaluation	Research, data collection, analysis, and reporting utilizing both qualitative and quantitative methods.
Support Services	Support Services include such things as help-desks, system maintenance, provision of literature, etc.
System Design Systems	Design entails both the actual architecture of a system, as well as the narrative and diagrams describing the system. The latter might include descriptions of logic flow, resource requirements, system environment, and a list of necessary equipment, among other possibilities.
System Integration	ADP system designers specializing in ADP system linkages and interoperability between standalone system and/or distinctly separate ADP systems.
Technical Writing	Preparing documents which turn raw ideas, designs, and requirements into readable text and graphics for various levels of users (technical down to end user). This is performed throughout the system development life cycle (SDLC) starting with system and process designs and ending with operations and users manuals. Knowledge and skills should contain the flexibility to use various formats and context depending upon deliverable requirements.
TeleVideo/Information Kiosks	Interactive computers used to inform and interact with clients for educational purposes.
Training	Training services provided for retail stores, participants, and State and/or local staff.
Warranty Services	Services provided by the initial ADP contractor or their designated subcontractor from the point of statewide system implementation and system acceptance by the State until the end of the warranty period (6 - 12 months). During this period the contractor is responsible for making system changes determined as necessary as a result of full implementation and to complete any development activities not fully completed in implementation. This may include Federal review, certification activities, and recommendations.